

**IN THE CLAIMS:**

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please AMEND claims 1-8 in accordance with the following:

1. (Currently Amended) ~~A method for processing information~~ An information processing method for supporting a first staff who answers a telephone call from a caller on behalf of a second staff in charge of the caller, the information processing method comprising:  
extracting information relating to ~~a telephone~~ the caller;  
deciding a background color of a window based on a response method specified by the second staff in advance and indicating how to respond to the telephone call ~~a staff in charge, as a target for responding to the caller, corresponding to the caller;~~ and  
displaying, on an information processing apparatus of the first staff, the information relating to the caller in a window with the decided background color ~~decided~~.
2. (Currently Amended) The information processing method according to claim 1, further comprising:  
extracting information relating to the second staff in charge, wherein  
the displaying includes displaying the information relating to the second staff in charge in the window.
3. (Currently Amended) The information processing method according to claim 1, further comprising:  
extracting information relating to a meeting between the caller and the second staff in charge, wherein  
the displaying includes displaying the information relating to the meeting ~~in charge~~ in the window.
4. (Currently Amended) The information processing method according to claim 1, wherein if the response method ~~is~~ indicates to deliver ~~of~~ a message from the second staff in charge ~~to the caller~~, the displaying includes displaying contents of the message in the window.

5. (Currently Amended) The information processing method according to claim 1, further comprising:

notifying the second staff by electronic mail, if the response method ~~is~~ indicates to deliver of a message from the second staff in charge to the caller, ~~notifying, to the staff in charge by an electronic mail, of~~ whether the message is delivered to the caller.

6. (Currently Amended) The information processing method according to claim 1, further comprising:

notifying the second staff by electronic mail, if the response method has not been specified and ~~there is a future meeting plan is planned~~ between the second staff in charge and the caller, ~~notifying the staff in charge of a change in date or location of the future meeting by an electronic mail.~~

7. (Currently Amended) A computer-readable medium, storing a program supporting a first staff who answers a telephone call from a caller on behalf of a second staff in charge of the caller, the program making causes a computer of the first staff execute:

extracting information relating to ~~a telephone~~ the caller;

deciding a background color of a window based on a response method specified by a staff in charge, as a target for responding to the caller, corresponding to the caller the second staff in advance and indicating how to respond to the telephone call; and

displaying the information relating to the caller in a window with the decided background color ~~decided~~.

8. (Currently Amended) An information processing apparatus for processing information supporting a first staff who answers a telephone call from a caller on behalf of a second staff in charge of the caller, the information processing apparatus comprising:

a caller information extractor extracting unit that extracts information relating to ~~a telephone~~ the caller;

a background color decider deciding unit that decides a background color of a window based on a response method specified by ~~a staff in charge, as a target for responding to the caller, corresponding to the caller~~ the second staff in advance and indicating how to respond to the telephone call; and

Serial No. 10/715,386

a display unit that ~~displays~~displaying the information relating to the caller in a window with the decided background color ~~decided~~.